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**HOSPITALITY EXECUTIVE | GENERAL MANAGER | RESORTS | BOUTIQUE HOTELS | UNIT | GROUP**

Entrepreneurial leader with extensive international experience in managing operations and development of resorts and exclusive boutique hotels in Southeast Asia, Africa, Indian Ocean, Caribbean, China, The Americas, Europe, Middle East.

Trained, competent and capable of adding and creating value to businesses, products, guests, team members, owners, communities and environment alike and to attain results in: Customer Satisfaction | People Management and Development | Continuous Improvement | Financial Sustainability.

**Core Competencies:** Leadership | Adaptability | Business Development | Strategic Planning | Superior Customer Service | Finance | Budgeting | Forecasting | Financial Reporting | Profit & Loss Management | Re-branding | Pre-opening | Opening | Cost Management | Business Strategy | Revenue Management | KPIs Management | SOPs Development | Performance Improvement | Mentorship | Talent Development | Operational Excellence | Leading Quality Assurance Standards | Organizational Culture.

**PROFESSIONAL EXPERIENCE****CYGNETT HOTELS & RESORTS** – India | Nepal | Bangkok Office

Currently 1500 + keys across 33 locations, including 15 in pre-opening phase, in India and Nepal. Upcoming projects in Southeast Asia, Africa, Middle East and Europe.

**Vice President – Development & Operations – Asia | Africa**

Apr 2021 – Present

Lead the business development and operations in Southeast Asia and sub-Saharan Africa.

**THE LATITUDE HOTELS GROUP** – Zambia | Malawi | Uganda

African lifestyle hospitality brand/collection of intimate, sociable, stylish, trendy boutique hotels, workspaces and membership clubs in Zambia, Malawi and Uganda.

**Chief Executive Officer – Africa**

Oct 2016 – Mar 2020

Brought in as **Group Commercial and Operations Director**, promoted to **CEO** in August 2017. Refined overall service standards, streamlined product delivery, increased guests and team members' satisfaction, implemented new processes and operating policies in all areas, enhanced and optimized trading, financial and commercial performance; strengthened and advanced the hotels' position in the cities' competitive set - Lusaka, Lilongwe and Kampala.

- Conceptualized, led and completed an expansion plan of the hotels in Lusaka and Lilongwe - doubled their size with adjacent land's acquisition, built additional rooms' inventories and long staying units, increased number and variety of food and beverage outlets, added new facilities such as meetings rooms, co-working offices/spaces, SPA and fitness – and rolled out an overall new marketing positioning campaign and strategy
- Formed a corporate team. Selected, hired, trained, mentored a team of group officers in operations, human resources/team members training and development, sales and marketing/public relations, social media, corporate social responsibility, centralized reservations, yield and revenue management, finance, asset management
- Engaged from inception, design, construction, pre-opening, opening, selection, recruitment, training and post-opening stages of a new hotel in Kampala - Uganda - opened in October 2019
- Led the formulation and development of the group/brand's core values, mission, vision and strategy and defined the group/brand's philosophy and strategic direction

## **GRACE HOTELS GROUP** – USA | Argentina | China | Greece | Panama | Thailand

Hospitality subsidiary of the global conglomerate Libra Group. The group's portfolio consisted of 2 operating units in 2011 in Europe and grew to 9 operating units in 2016 in 5 continents – and 3 under development. GHG in November 2018 entered a strategic partnership with **Auberge Resorts Collection**.

### **Group Director of Operations**

Aug 2011 – Jan 2016

- Improved overall service standards, refined SOPs - increased guest satisfaction index between 15% to 35% depending on the property/geographical region
- Improved cost effectiveness and productivity in food and beverage, cost control, purchasing, rooms division, SPA, payroll, overtime management and control, maintenance, utilities control - yielded a positive impact on GOP in the average of 15% across the properties
- Improved operational processes in all departments - increased productivity - decreased payroll by 10%
- Developed, implemented, imparted the "general managers' coaching and mentorship program"; facilitated new general managers' successful installation
- Actively involved with the regional sales teams in the US, Latin America and China - increased the number of partnerships with various new channels and markets and strengthened existing ones
- Produced feasibility/due diligence studies and developed conceptual briefs of new prospective properties (St. Moritz - Switzerland, Koh Samui - Thailand, Kalamata – Greece and Panama City, Panama)
- Functioned as interim **General Manager**:

The White Barn Inn Grace – Kennebunk Port, Maine - USA - 3 months

Aug 2015 – Oct 2015

Grace Cafayate - Cafayate, Salta - Argentina - 8 months

Dec 2014 – Jul 2015

The Mayflower Grace - Washington, Connecticut - USA - 12 months

Aug 2013 – Oct 2013

The Vanderbilt Grace - Newport, Rhode Island – USA - 3 months

Nov 2013 – Nov 2014

Grace Beijing - Beijing – People's Republic of China - 23 months

Aug 2011 – Jul 2013

## **MERITUS PELANGI BEACH RESORT & SPA** - Malaysia

30-acre resort managed by Meritus Hotels and Resorts - 350 villas and suites - extensive meetings, conferences, events and conventions center.

### **General Manager** - 460 team members

Feb 2009 – Jul 2011

- Developed strategies for meetings, conferences, groups and conventions - increased revenue by 12%
- Streamlined and rationalized costs and expenses - improved GOP by 10%
- Intensified tactical/strategic collaborations with wholesalers/OTAs – increased occupancy from 58% to 69%
- Developed and implemented yield/rooms inventory management strategies - enhanced REV PAR by 11%, increased ADR by 18%
- Increased number of training hours/employee: 9 to 14 | Improved guest satisfaction index: 4.60 to 5.10
- Awards: "Most Improved Hotel Property" | "Top Ten General Managers by Hospitality Asia"

## **GRAND LIDO NEGRIL & SPA** - Jamaica

22-acre AAA 4-Diamond all-inclusive resort managed by **SuperClubs** (flagship property of the group) - 210 luxury suites and extensive banquet facilities.

### **General Manager** - 450 team members

Jan 2007 - Jan 2009

- Collaborated in sales and marketing activities – increased by 12% the European market from 3% (attended regular road shows/travel trade fairs across US/Canada/Europe)
- Increased number of buyouts/groups/incentives by fostering strong relationship with incentive houses
- Streamlined and rationalized purchasing system/inventories management - reduced costs - expenses by 8% - decreased food and beverage combined cost by 15% - Improved overall GOP by 15%
- Enhanced service and product delivery – achieved guest satisfaction index score of 95+
- Entrusted the additional responsibility of managing another property - 280 rooms/suites /420 team members
- Synergized the responsibilities/work scope of executives/heads of department to manage both properties – achieved a yearly saving in payroll and operational costs of USD 1.2M
- National Quality Award - Based on Malcom Baldrige's model/criteria

## **LE COCO BEACH HOTEL** – Mauritius

87-acre resort managed by **Kerzner International (formerly Sun International)** - 204 rooms, 129 villas - large banquets/conferences space – in 2011 refurbished and re-opened as **Long Beach Mauritius**.

**General Manager** - 700 team members

Sep 1998 - Dec 2006

- Increased steadily YOY level of occupancy, ADR and RevPar
- Achieved YOY steady increases in financial results well above budget and the highest in the group - REVENUE | GOP | EBITDA | NOI | EPS
- Led the implementation of compliance standards: ISO 9000/9001, HACCP, Green Globe and Safe Quality Food
- National Quality Award – Based on Malcom Baldrige's model/criteria
- Awarded on consecutive years General Manager of the Year / Executive of the Year / Hotel of the Year
- Deployed to the pre-opening stage of the One & Only Arabian Court and The Residence & Spa hotels in Dubai and to the One & Only Reethi Rah in the Maldives

## **ADDITIONAL WORK EXPERIENCE**

**Co-Director (co-owner/consultant/trainer)** of an established human resources/training consultancy company, Pentaa Advantage Consultancy – Kuala Lumpur, Malaysia.

Conducted on various occasions programs/workshops on: Key Performance Indicators | Strategic Thinking | Balanced Scorecard | Team Building | Superior Customer Service | Development of Core Values, Organizational Culture, Vision, Mission and Strategy.

## **EDUCATION/TRAINING**

- School of Hotel Administration – Cornell University/National University of Singapore, Faculty of Business Administration – Executive Program in Hospitality Management
- Hotel and Catering Management Diploma, Technical Institute of Hotel and Catering Management, Rome, Italy
- School of Hotel Administration – Cornell University – Food and Beverage Marketing and Management Program
- Completed executive workshops and training courses in Strategic Management, Food and Beverage, Leadership, Human Resources, Performance and Development, Sales and Marketing, Superior Customer Service, KPIs and Balanced Scorecard Development, Implementation and Maintenance